

Can You Hear Me Now?

HLAA HAC Cell Phone Survey

Wednesday, October 1, 2014

834

Total Responses

Date Created: Tuesday, September 2, 2014

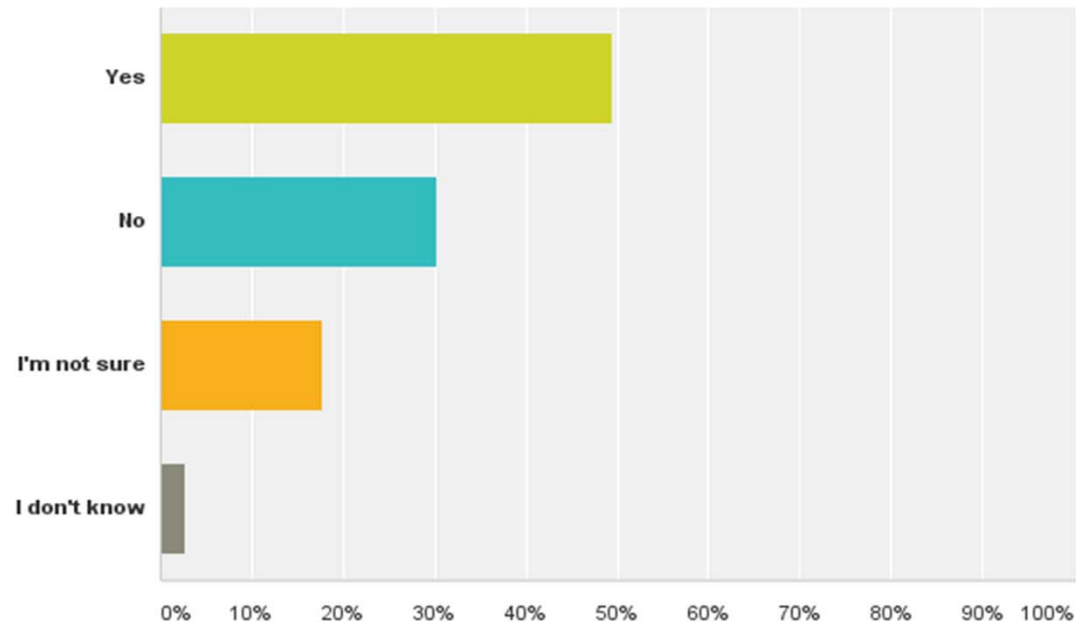
Complete Responses: 672

Q1: Do you know how to identify whether a cell phone is hearing aid compatible?

9/2014

Answered: 834

Skipped: 0



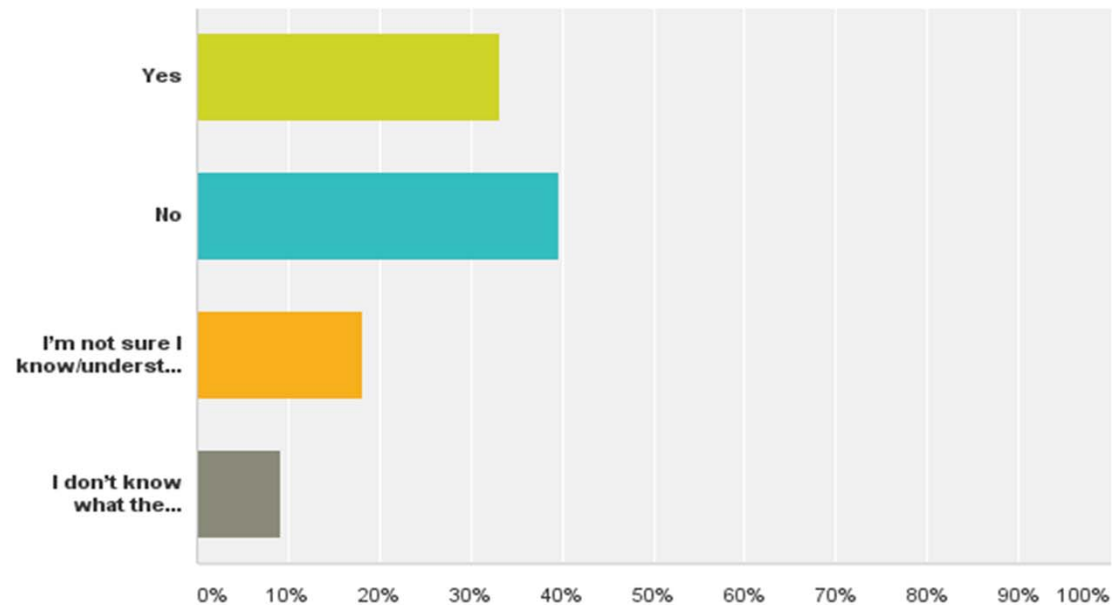
Answer Choices	Responses	
Yes	49.40%	412
No	30.22%	252
I'm not sure	17.75%	148
I don't know	2.64%	22
Total		834

Q2: Do you feel you clearly understand the M- and T-ratings for HAC cell phones?

9/2014

Answered: 834

Skipped: 0



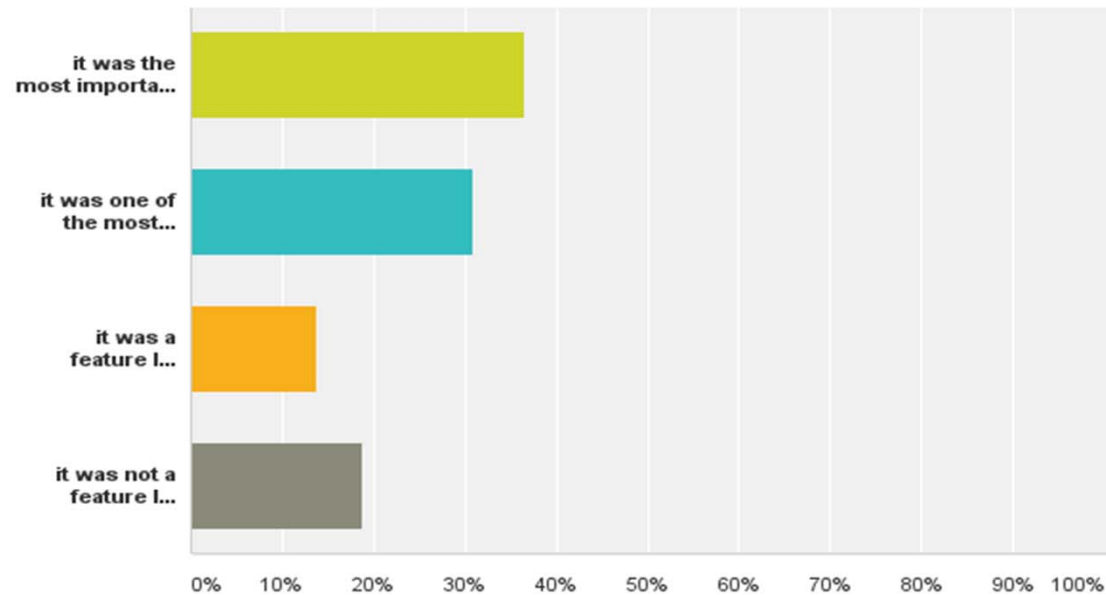
Answer Choices	Responses	
Yes	33.09%	276
No	39.57%	330
I'm not sure I know/understand what the ratings mean	18.11%	151
I don't know what the ratings mean/I don't understand the ratings	9.23%	77
Total		834

Q3: How important were the hearing aid compatibility ratings in selecting phones to consider for purchase?

9/2014

Answered: 834

Skipped: 0



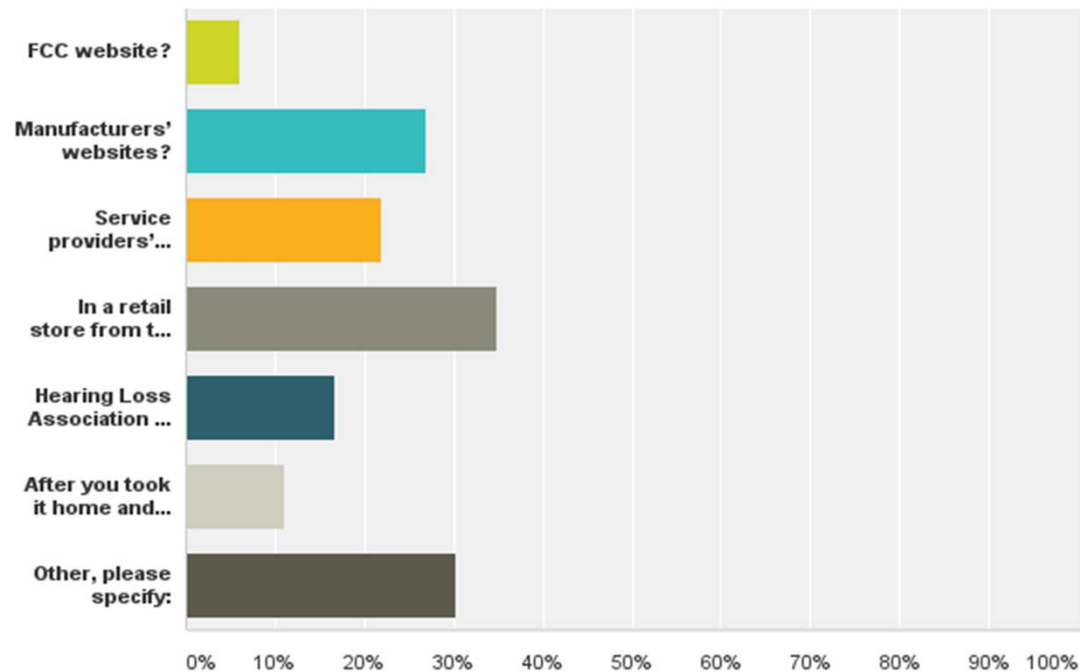
Answer Choices	Responses	
it was the most important feature	36.57%	305
it was one of the most important features	30.94%	258
it was a feature I thought about, but it was not one of the most important features	13.79%	115
it was not a feature I thought about at all	18.71%	156
Total		834

Q4: When you were looking for cell phones, how did you get information about hearing aid compatibility and hearing aid compatible phones? (Check all that apply.)

9/2014

Answered: 834

Skipped: 0



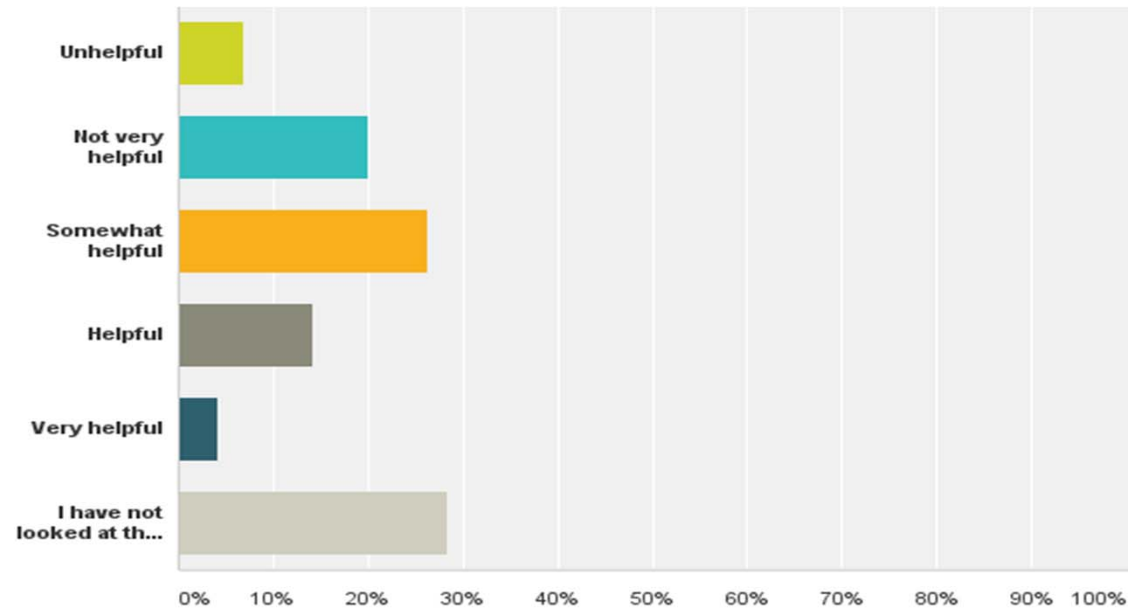
Answer Choices	Responses
FCC website?	6.00% 50
Manufacturers' websites?	26.98% 225
Service providers' websites?	21.94% 183
In a retail store from the sales clerk?	34.89% 291
Hearing Loss Association of America www.hearingloss.org	16.67% 139
After you took it home and read the manual or insert?	11.03% 92
Other , please specify:	30.22% 252
Total Respondents: 834	

Q5: How helpful/useful was the information you found on hearing aid compatibility and hearing aid compatible phones from the manufacturers and service provider websites?

9/2014

Answered: 822

Skipped: 12



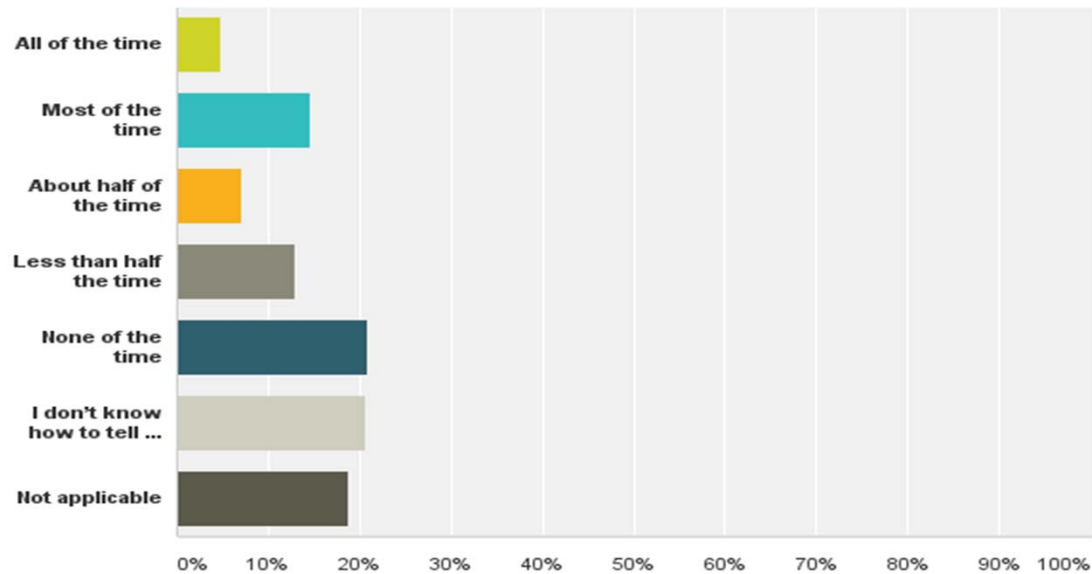
Answer Choices	Responses	
Unhelpful	6.93%	57
Not very helpful	19.95%	164
Somewhat helpful	26.40%	217
Helpful	14.11%	116
Very helpful	4.14%	34
I have not looked at the manufacturer's and service provider's websites for HAC phones.	28.47%	234
Total	822	

Q6: In the retail stores you visited, how often were you able to find the hearing aid compatible cell phones without the help of a salesperson?

9/2014

Answered: 831

Skipped: 3



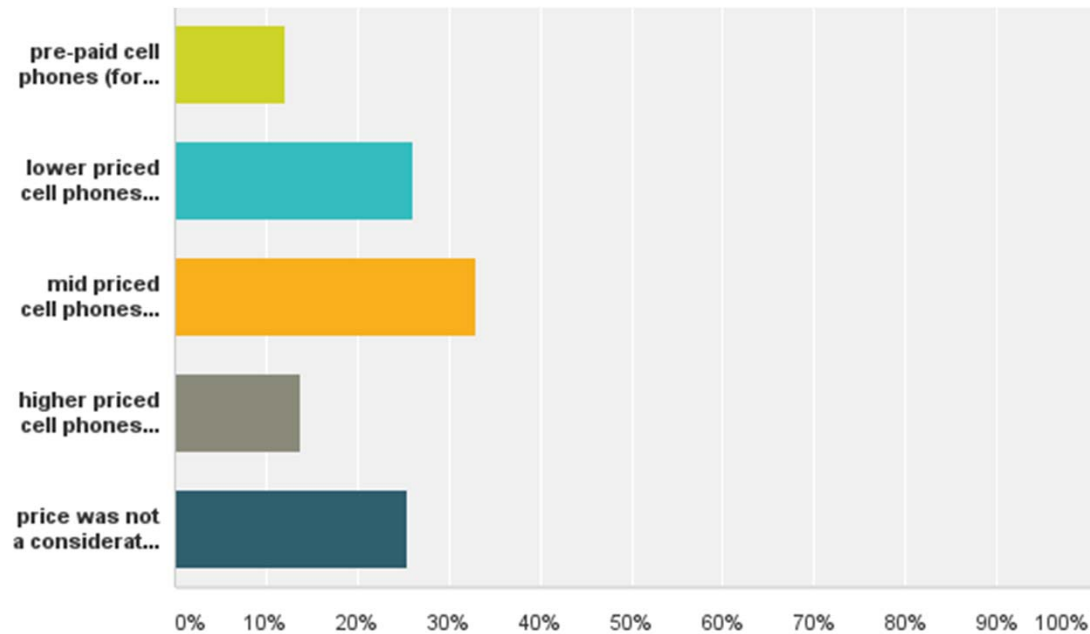
Answer Choices	Responses	
All of the time	4.81%	40
Most of the time	14.68%	122
About half of the time	7.10%	59
Less than half the time	13.00%	108
None of the time	20.82%	173
I don't know how to tell if a cell phone in a store is hearing aid compatible.	20.70%	172
Not applicable	18.89%	157
Total		831

Q7: What price range(s) did you consider when making your most recent cell phone purchase? (Check all that apply.)

9/2014

Answered: 822

Skipped: 12



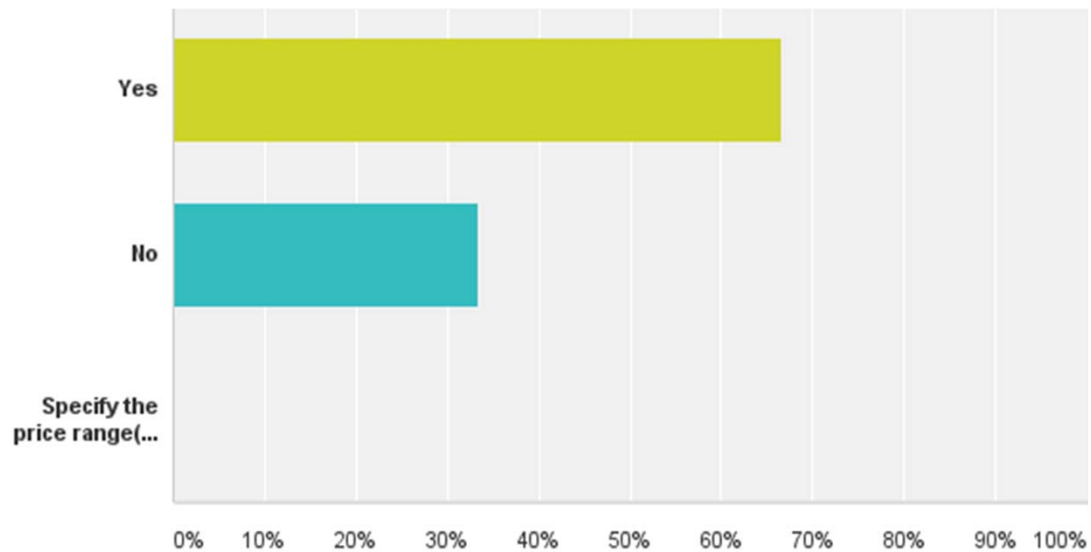
Answer Choices	Responses
pre-paid cell phones (for these phones, you purchase the phone and buy minutes up front, as you need them; there is no service contract)	12.04% 99
lower priced cell phones (less than \$100 or free with service contract)	26.16% 215
mid priced cell phones (\$100 - \$300)	32.97% 271
higher priced cell phones (more than \$300)	13.87% 114
price was not a consideration in my purchase decision	25.55% 210
Total Respondents: 822	

Q8: Were you able to find hearing aid compatible cell phone options for the price ranges you considered?

9/2014

Answered: 834

Skipped: 0



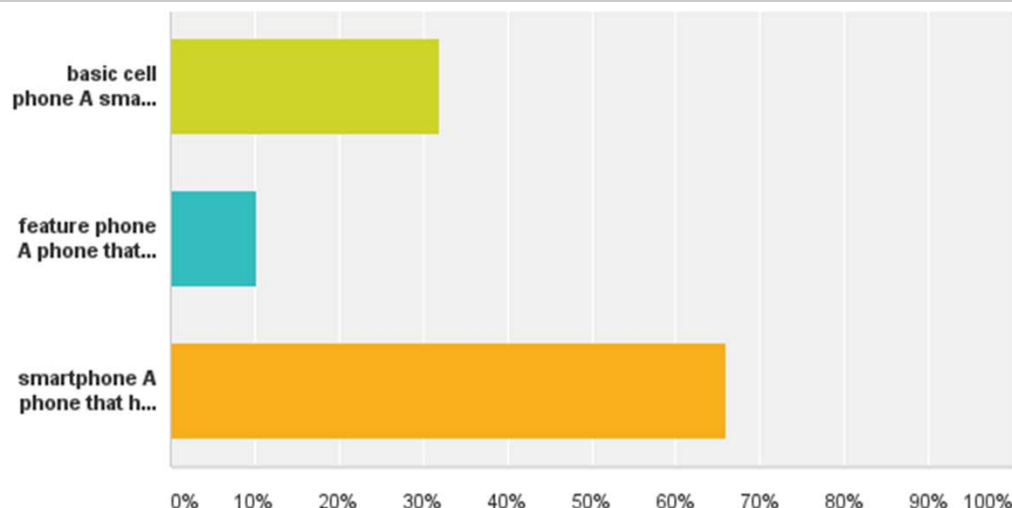
Answer Choices	Responses
Yes	66.55% 555
No	33.45% 279
Specify the price range(s) for your answer or let us know if it was not applicable because hearing aid compatibility was not a consideration	0.00% 0
Total	834

Q9: What type of cell phone(s) did you consider when making your most recent cell phone purchase? (Check all that apply.)

9/2014

Answered: 834

Skipped: 0



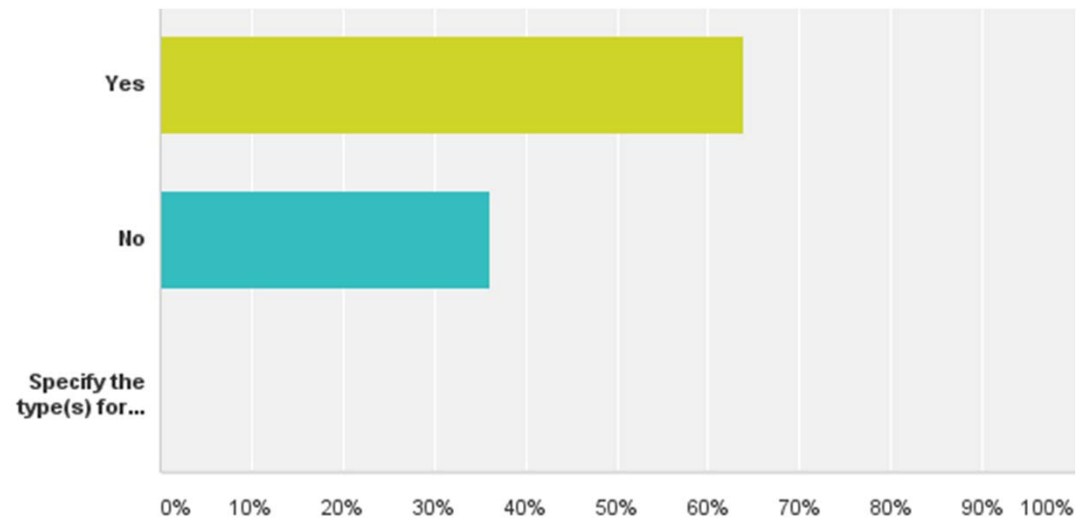
Answer Choices	Responses
basic cell phone A small, functional, no-frills phone built primarily for communication that includes a long lasting battery. These phones contain basic voice and text features, may include some multimedia features (e.g., a camera, games, personalized ringtones), but may not include Internet features and productivity/lifestyle tools (e.g., wireless Internet, MP3 music player).	31.89% 266
feature phone A phone that has all the functionality of a basic cell phone and, in addition, is equipped with advanced multimedia and connectivity features (e.g., GPS, MP3 music players, Web browsing, Bluetooth compatibility)	10.19% 85
smartphone A phone that has all the functionality of basic and feature phones and, in addition, is driven by an operating system, is equipped with advanced Internet features and productivity/lifestyle tools (e.g., wireless Internet, email, video messaging, document and presentation viewers) and supports downloading and use of applications.	65.95% 550
Total Respondents: 834	

Q10: Were you able to find hearing aid compatible cell phone options for the types of cell phones you considered?

9/2014

Answered: 834

Skipped: 0



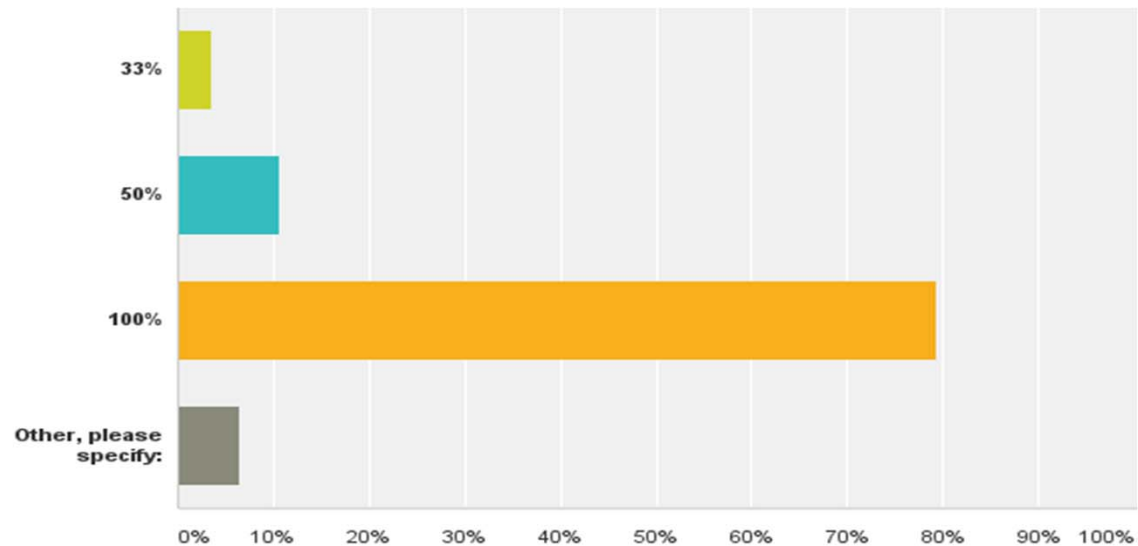
Answer Choices	Responses
Yes	63.79% 532
No	36.21% 302
Specify the type(s) for your answer or let us know if it was not applicable because hearing aid compatibility was not a consideration	0.00% 0
Total	834

Q11: What percentage of cell phones should be hearing aid compatible?

9/2014

Answered: 834

Skipped: 0



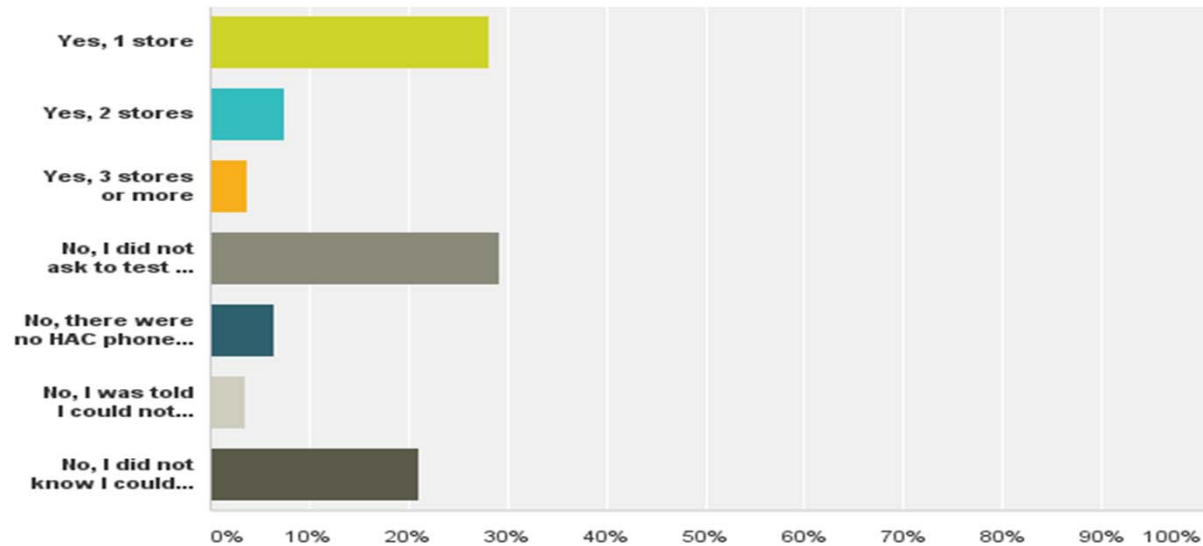
Answer Choices	Responses
33%	3.60% 30
50%	10.55% 88
100%	79.38% 662
Other , please specify:	6.47% 54
Total	834

Q12: Did you test any phones in the service providers' stores before purchase?

9/2014

Answered: 737

Skipped: 97



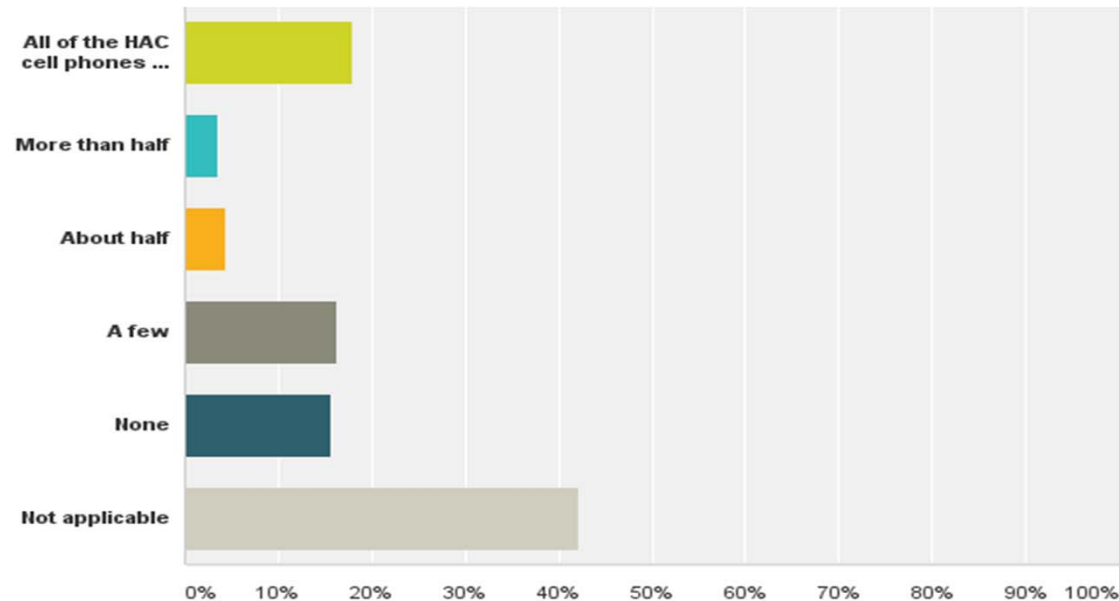
Answer Choices	Responses	
Yes, 1 store	28.22%	208
Yes, 2 stores	7.60%	56
Yes, 3 stores or more	3.80%	28
No, I did not ask to test any HAC phones	29.31%	216
No, there were no HAC phones available for me to try	6.51%	48
No, I was told I could not test any HAC phones	3.53%	26
No, I did not know I could test HAC phones	21.03%	155
Total		737

Q13: How many of the HAC cell phones you were interested in trying were available to you for in-store testing at the service provider with live service?

9/2014

Answered: 745

Skipped: 89



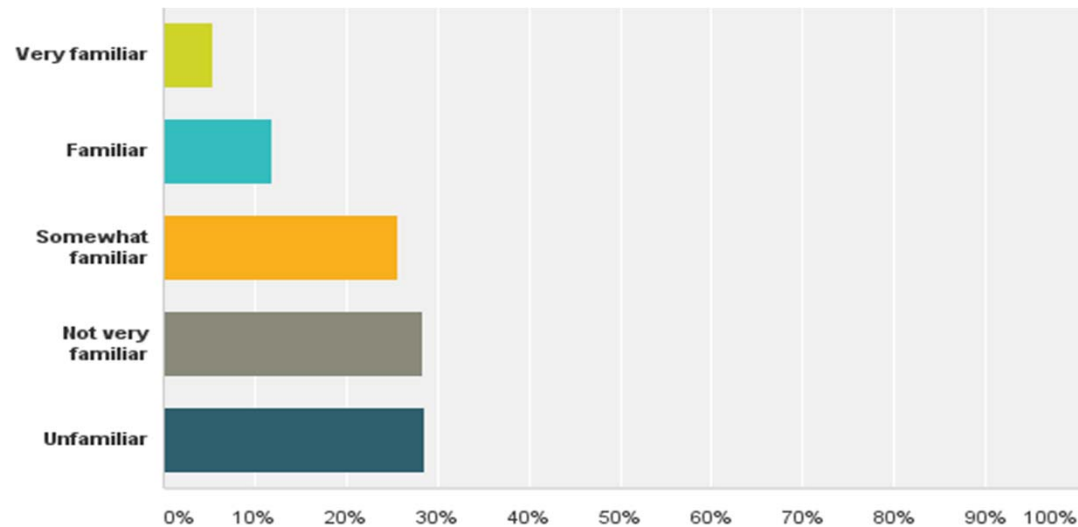
Answer Choices	Responses	
All of the HAC cell phones I wanted to see	17.85%	133
More than half	3.62%	27
About half	4.43%	33
A few	16.24%	121
None	15.70%	117
Not applicable	42.15%	314
Total		745

Q14: How familiar were the sales representatives in the service providers' stores with hearing aid compatible cell phones?

9/2014

Answered: 745

Skipped: 89



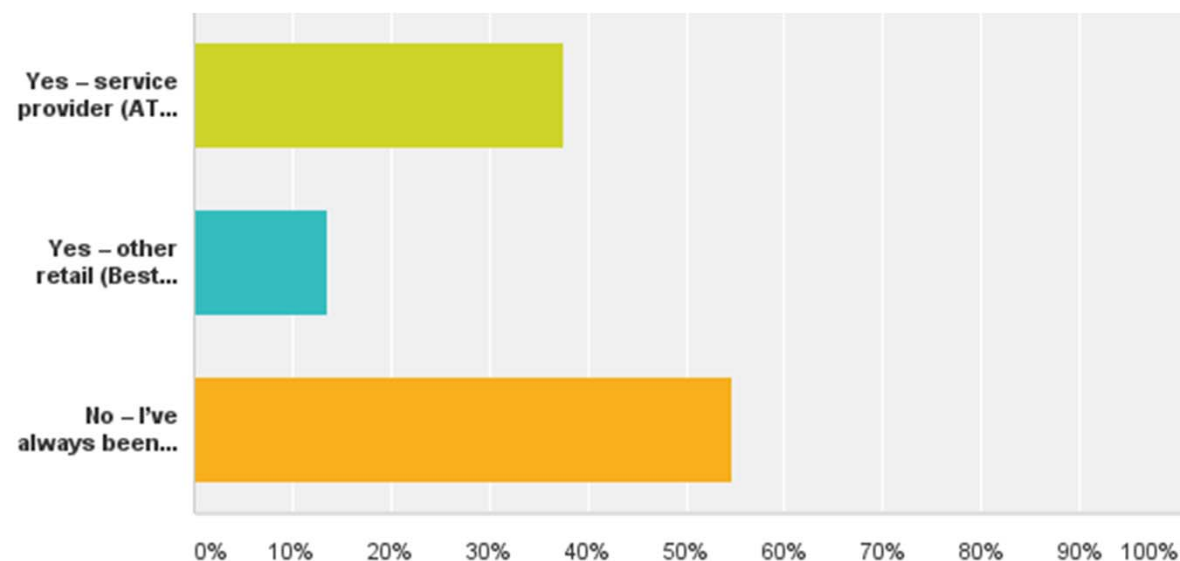
Answer Choices	Responses	
Very familiar	5.50%	41
Familiar	11.81%	88
Somewhat familiar	25.77%	192
Not very familiar	28.32%	211
Unfamiliar	28.59%	213
Total		745

Q15: Have you attempted to purchase a cell phone from a retail store that did not provide in-store testing? (Check all that apply.)

9/2014

Answered: 687

Skipped: 147



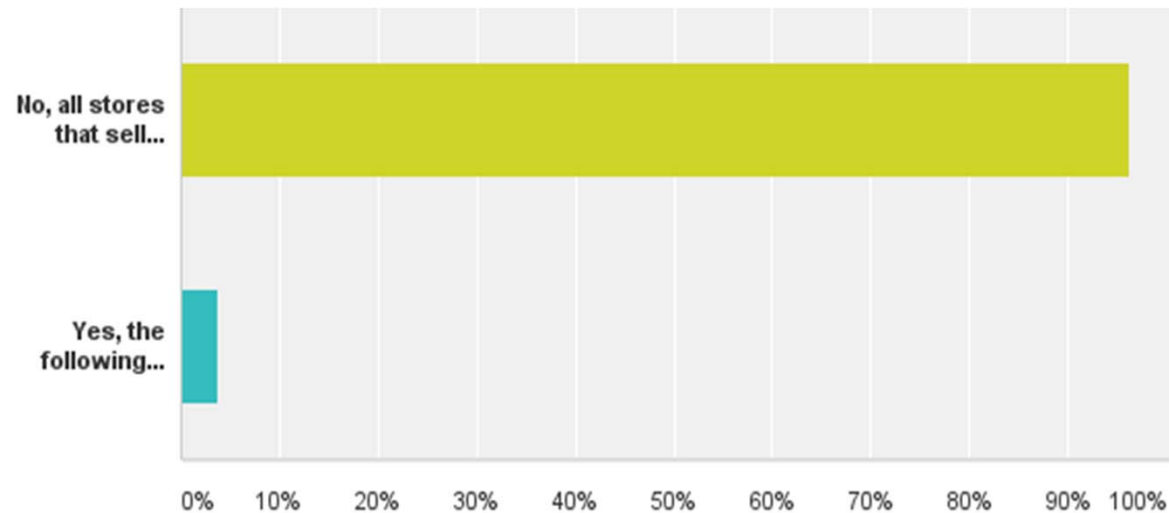
Answer Choices	Responses	
Yes – service provider (AT&T, Sprint, T-Mobile, Verizon, other)	37.55%	258
Yes – other retail (Best Buys, Radio Shack, Staples, other)	13.54%	93
No – I've always been able to test the phone in the store before purchase	54.73%	376
Total Respondents: 687		

Q16: Should any retail store be exempt from providing in-store testing of cell phones?

9/2014

Answered: 745

Skipped: 89



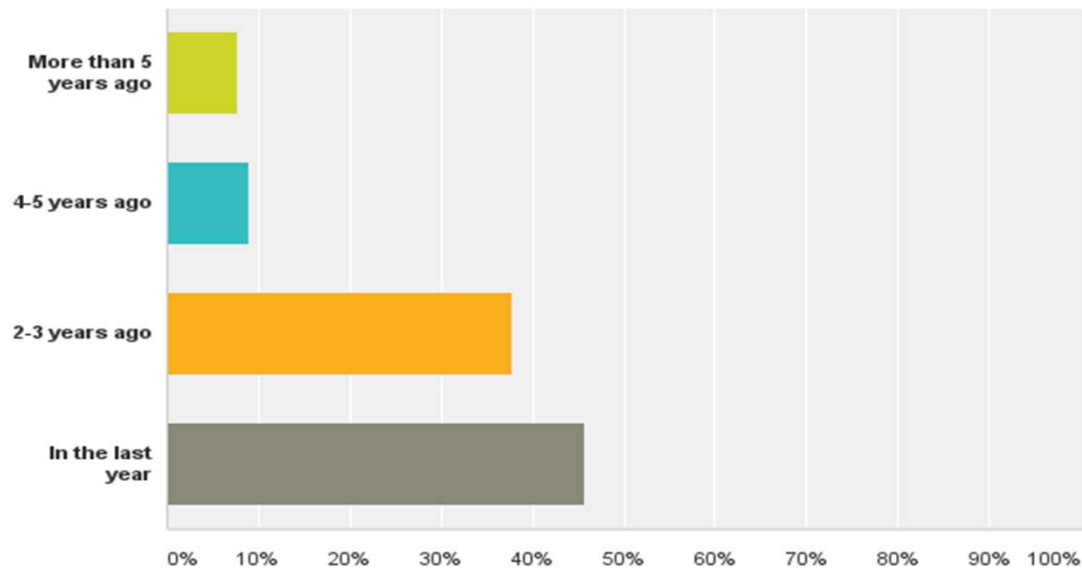
Answer Choices	Responses	
No, all stores that sell phones should provide in-store testing	96.24%	717
Yes, the following stores should be exempt from providing in-store testing:	3.76%	28
Total	745	

Q17: When did you purchase the mobile device/cell phone you currently own and use?

9/2014

Answered: 668

Skipped: 166



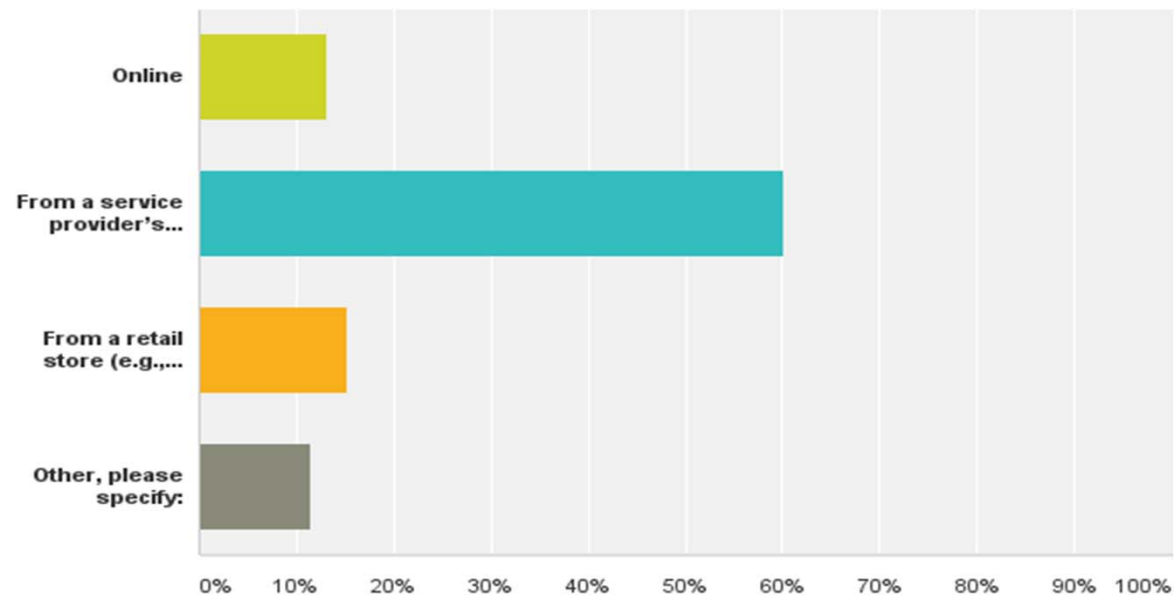
Answer Choices	Responses	
More than 5 years ago	7.63%	51
4-5 years ago	8.98%	60
2-3 years ago	37.72%	252
In the last year	45.66%	305
Total		668

Q18: Where did you purchase the cell phone you currently own and use?

9/2014

Answered: 668

Skipped: 166



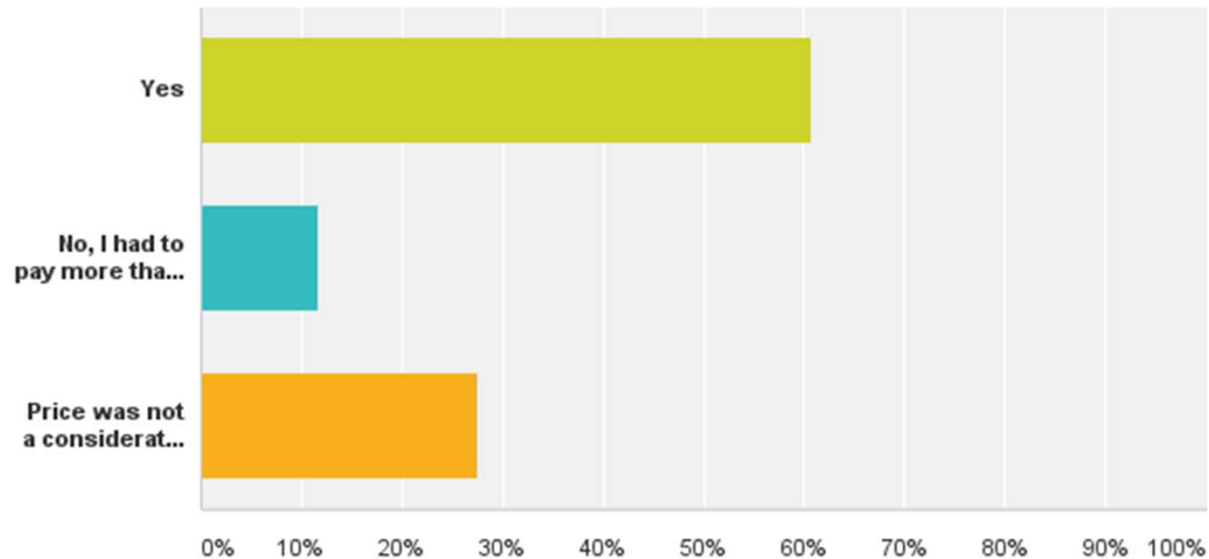
Answer Choices	Responses	
Online	13.17%	88
From a service provider's store	60.03%	401
From a retail store (e.g., Best Buy, Radio Shack)	15.27%	102
Other, please specify:	11.53%	77
Total		668

Q19: Were you able to find a cell phone in the price range you wanted to pay with the hearing aid compatibility ratings you need/want?

9/2014

Answered: 651

Skipped: 183



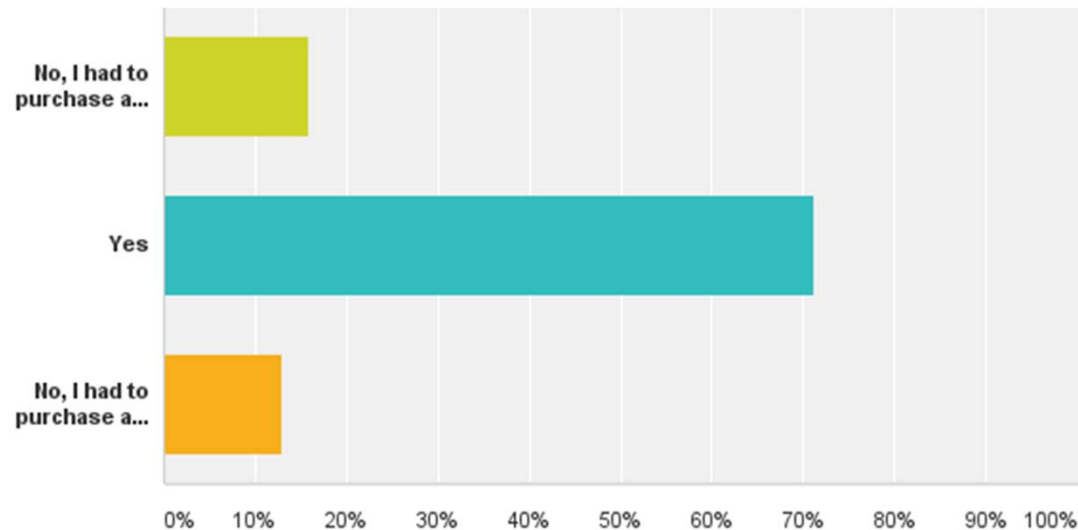
Answer Choices	Responses
Yes	60.83% 396
No, I had to pay more than I wanted to in order to get the hearing aid compatibility ratings I need/want	11.67% 76
Price was not a consideration for my purchase	27.50% 179
Total	651

Q20: Were you able to find a cell phone with the features you wanted and with the hearing aid compatibility ratings you need/want?

9/2014

Answered: 621

Skipped: 213



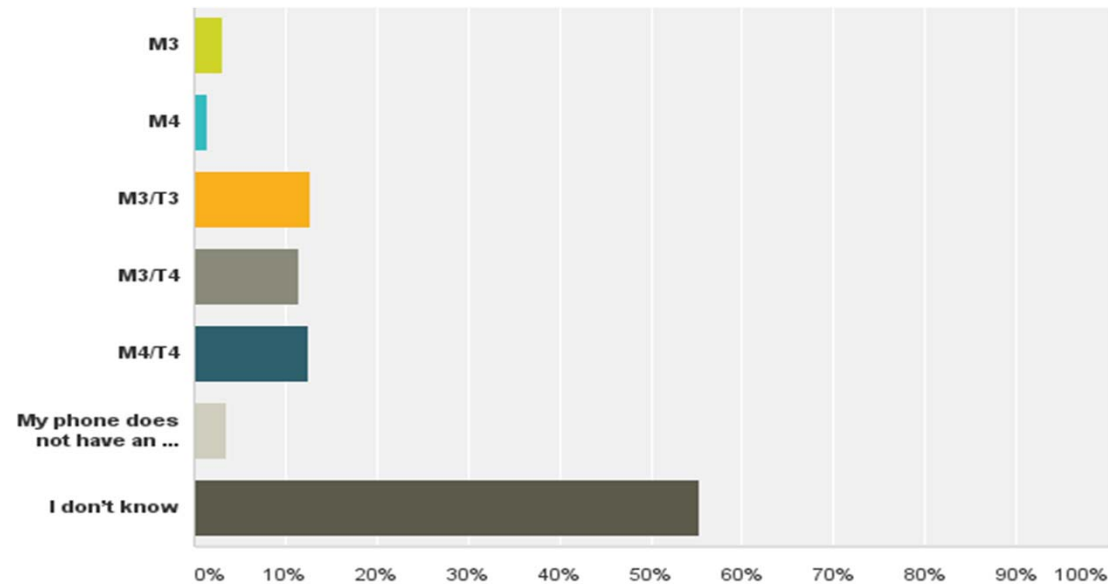
Answer Choices	Responses
No, I had to purchase a phone with more features than I wanted to get a phone with the hearing aid compatibility ratings I need/want.	15.78% 98
Yes	71.18% 442
No, I had to purchase a phone with fewer features than I wanted to get a phone with the hearing aid compatibility ratings I need/want.	13.04% 81
Total	621

Q21: What hearing aid compatibility rating (M-rating/T-rating) does the cell phone you currently own and use have?

9/2014

Answered: 657

Skipped: 177



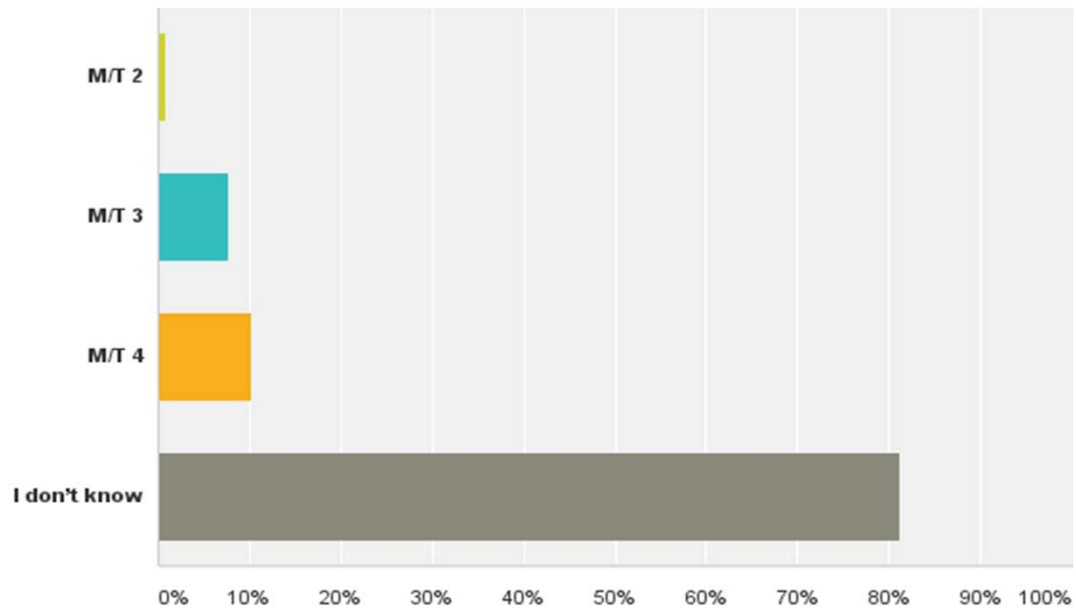
Answer Choices	Responses	
M3	3.04%	20
M4	1.37%	9
M3/T3	12.79%	84
M3/T4	11.42%	75
M4/T4	12.48%	82
My phone does not have an M- or T-rating.	3.50%	23
I don't know	55.40%	364
Total		657

Q22: What is the M/T rating for your hearing aid?

9/2014

Answered: 651

Skipped: 183



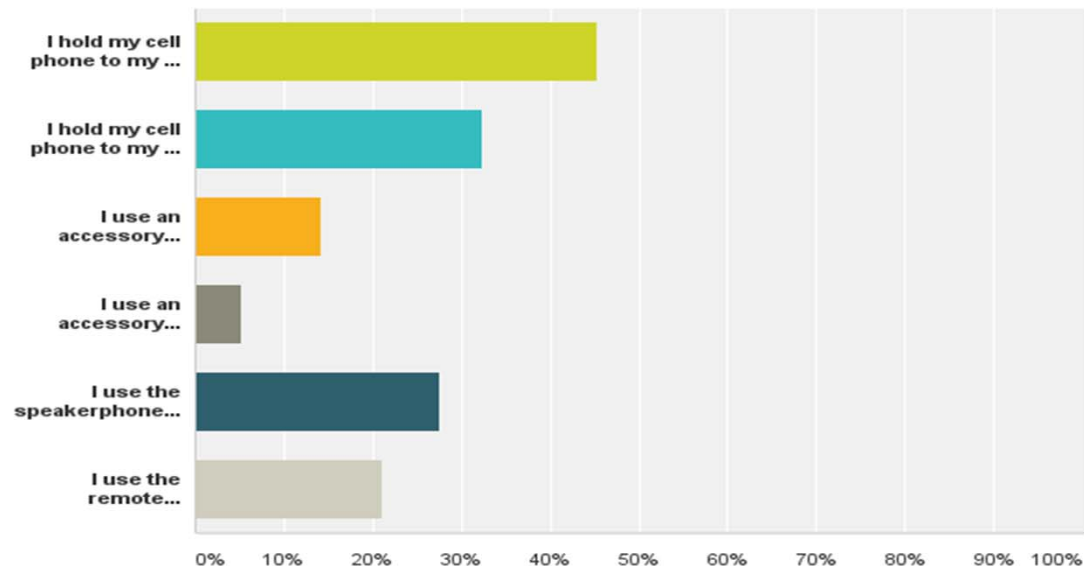
Answer Choices	Responses	
M/T 2	0.92%	6
M/T 3	7.68%	50
M/T 4	10.14%	66
I don't know	81.26%	529
Total		651

Q23: When talking on my cell phone with my hearing aid or cochlear implant, (Check all that apply.)

9/2014

Answered: 637

Skipped: 197



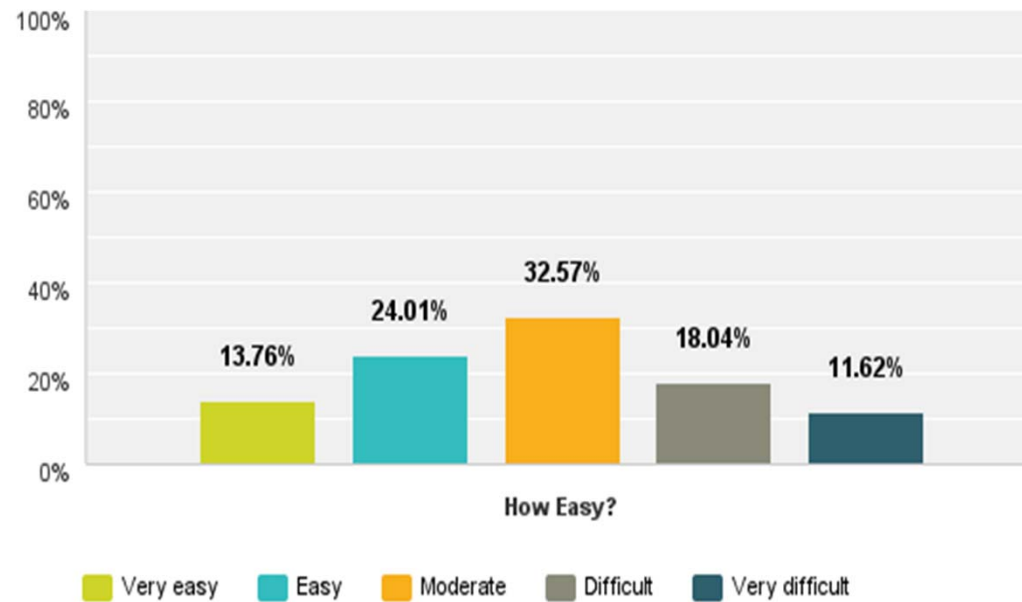
Answer Choices	Responses
I hold my cell phone to my ear and use my microphone setting	45.21% 288
I hold my cell phone to my ear and use my telecoil setting	32.34% 206
I use an accessory (e.g., neckloop/silhouette) with my hearing aid or cochlear implant on the telecoil setting	14.13% 90
I use an accessory (e.g., headset) with my hearing aid or cochlear implant on the microphone setting	5.18% 33
I use the speakerphone with my hearing aid or cochlear implant on microphone setting	27.47% 175
I use the remote control/streamer for my hearing aid(s) or cochlear implant(s) to connect to the Bluetooth capability of my cell phone.	21.04% 134
Total Respondents: 637	

Q24: How easy is it to find the right spot on your cell phone for you to be able to hear? (Select one.)

9/2014

Answered: 654

Skipped: 180



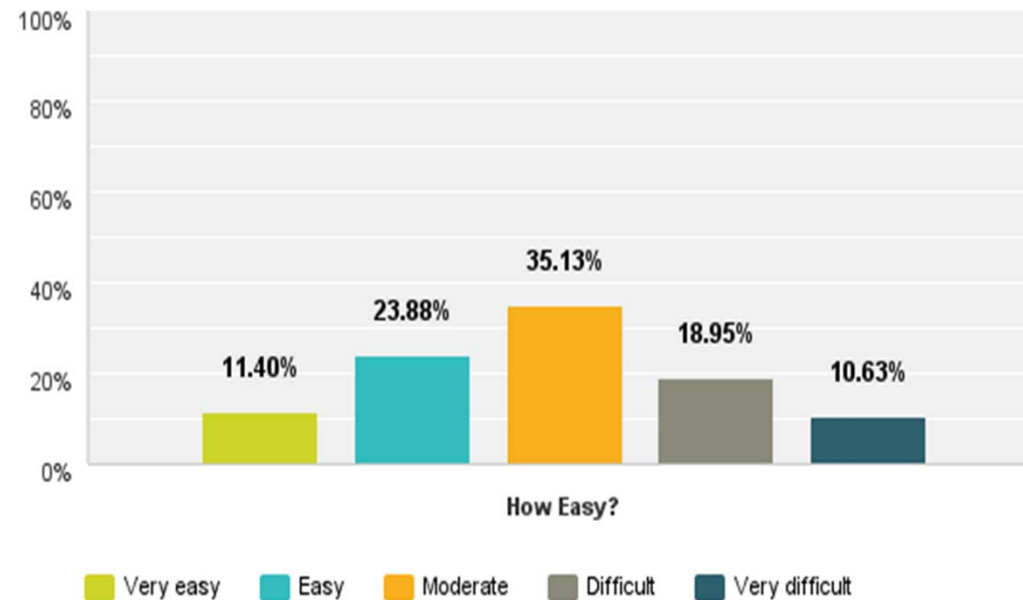
	Very easy	Easy	Moderate	Difficult	Very difficult	Total	Average Rating
How Easy?	13.76% 90	24.01% 157	32.57% 213	18.04% 118	11.62% 76	654	2.90

Q25: Once you find the right spot, how easy is it for you to maintain this position between your cell phone and hearing aid or cochlear implant (microphone/telecoil) during an entire telephone conversation? (Select one.)

9/2014

Answered: 649

Skipped: 185



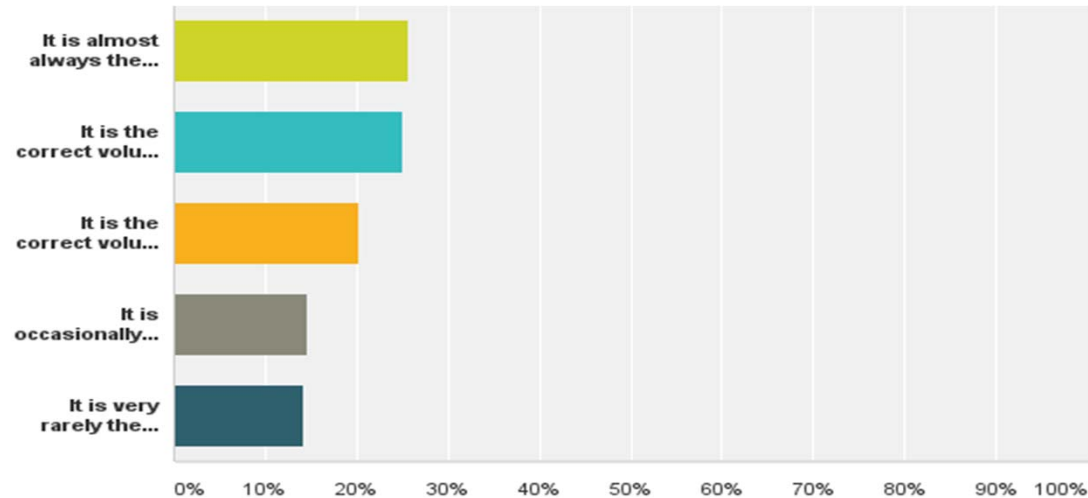
	Very easy	Easy	Moderate	Difficult	Very difficult	Total	Average Rating
How Easy?	11.40% 74	23.88% 155	35.13% 228	18.95% 123	10.63% 69	649	2.94

Q26: How often (with adjustments to your hearing aid or cochlear implant and/or phone) is speech over your cell phone generally the correct volume so that it sounds comfortably loud?

9/2014

Answered: 654

Skipped: 180



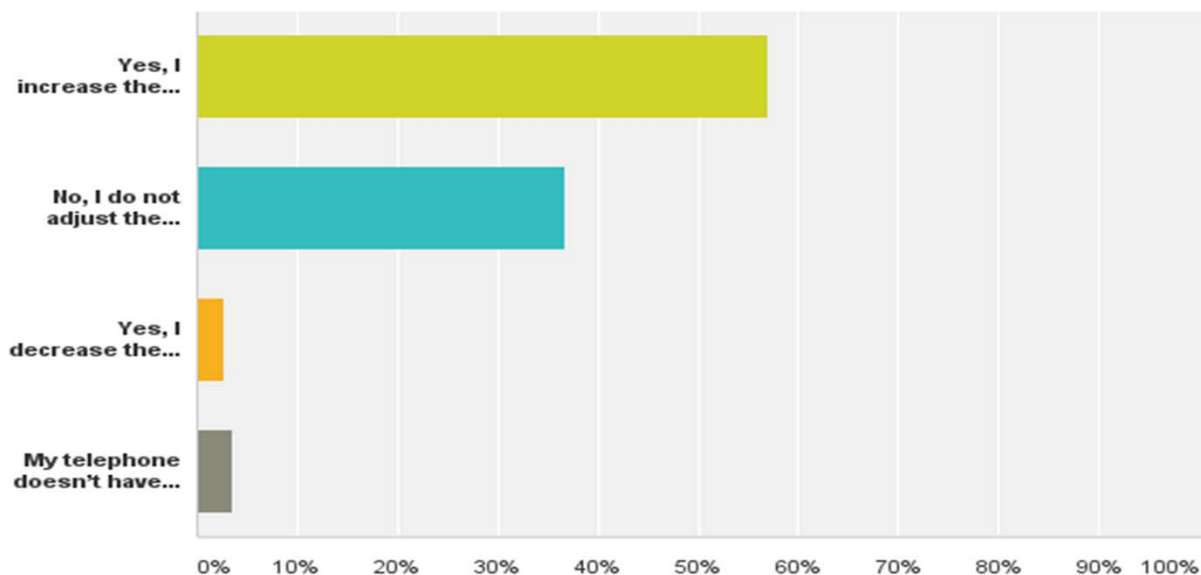
Answer Choices	Responses	
It is almost always the correct volume.	25.69%	168
It is the correct volume more than half the time.	25.08%	164
It is the correct volume about half of the time.	20.34%	133
It is occasionally the correct volume.	14.68%	96
It is very rarely the correct volume.	14.22%	93
Total		654

Q27: Do you generally adjust the volume control on your cell phone in order to hear comfortably?

9/2014

Answered: 654

Skipped: 180



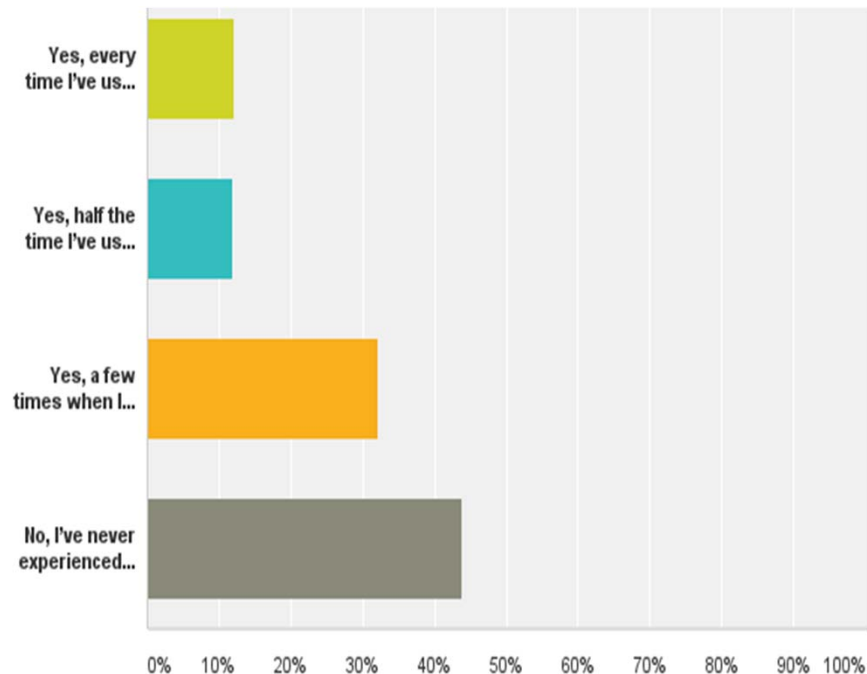
Answer Choices	Responses	
Yes, I increase the volume.	57.03%	373
No, I do not adjust the volume.	36.70%	240
Yes, I decrease the volume.	2.75%	18
My telephone doesn't have a volume control.	3.52%	23
Total		654

Q28: Have you ever experienced interference (e.g., buzzing) from the cell phone you currently own and use?

9/2014

Answered: 654

Skipped: 180



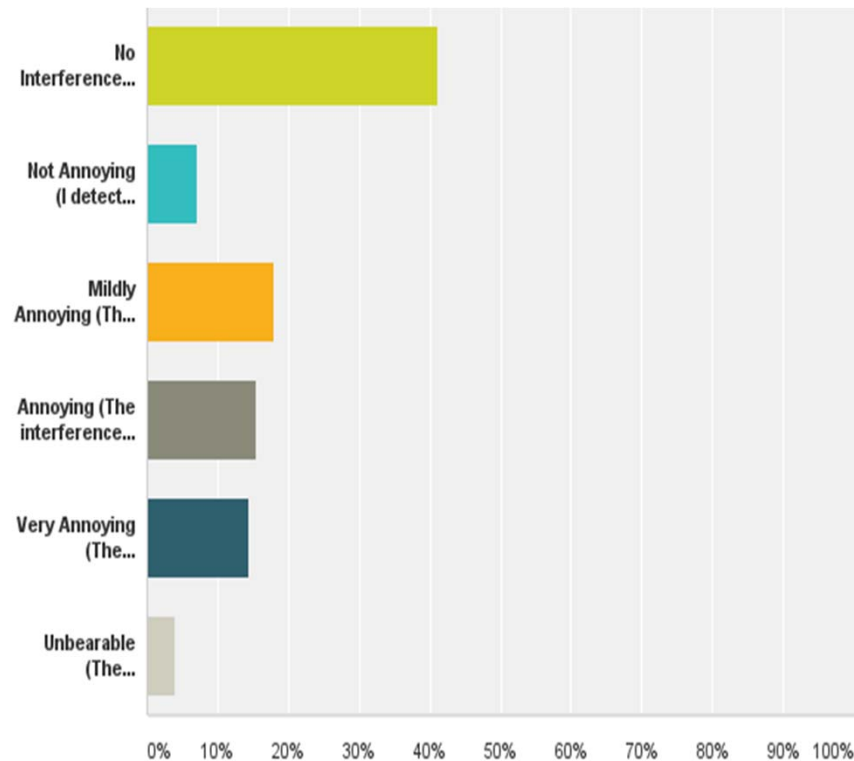
Answer Choices	Responses	
Yes, every time I've used my cell phone.	12.08%	79
Yes, half the time I've used my cell phone.	11.93%	78
Yes, a few times when I've used my cell phone	32.11%	210
No, I've never experienced interference from my cell phone.	43.88%	287
Total		654

Q29: How would you rate the interference, if any, that you hear when using the cell phone you currently own and use?

9/2014

Answered: 646

Skipped: 188



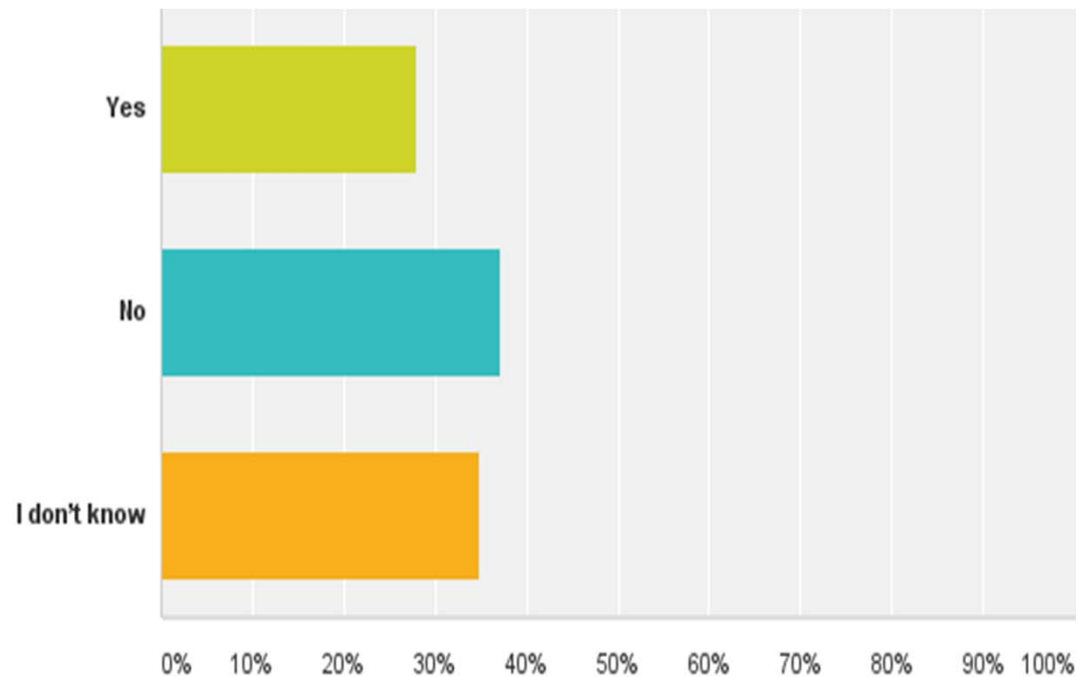
Answer Choices	Responses
No Interference (I do not detect any interference)	41.18% 266
Not Annoying (I detect interference, but it is not at all annoying)	7.12% 46
Mildly Annoying (The interference is slightly annoying, but I can ignore it)	17.96% 116
Annoying (The interference is annoying, but not uncomfortable)	15.48% 100
Very Annoying (The interference is very annoying and makes it hard to concentrate)	14.40% 93
Unbearable (The interference is uncomfortable and intolerable, even for a short time)	3.87% 25
Total	646

Q30: Do you have to set up the hearing aid compatibility (HAC) feature on your phone using the menu system?

9/2014

Answered: 656

Skipped: 178



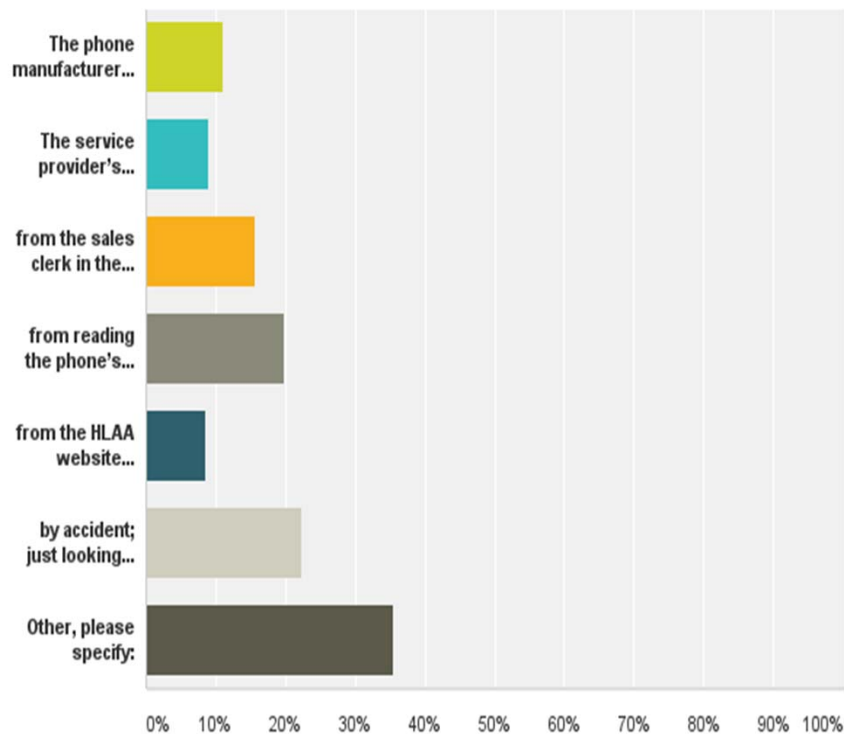
Answer Choices	Responses	
Yes	27.90%	183
No	37.20%	244
I don't know	34.91%	229
Total		656

Q31: How did you find out about the HAC menu option on your phone? (Check all that apply.)

9/2014

Answered: 616

Skipped: 218



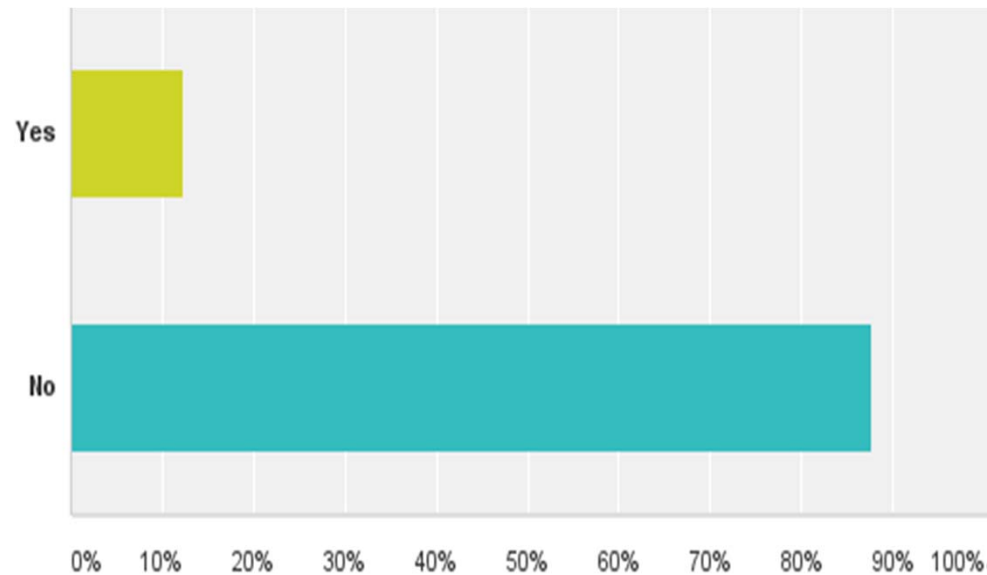
Answer Choices	Responses
The phone manufacturer's website	11.04% 68
The service provider's website	8.93% 55
from the sales clerk in the store where you purchased your phone	15.58% 96
from reading the phone's manual or insert	19.81% 122
from the HLAA website www.hearingloss.org	8.60% 53
by accident; just looking through the phone's menus	22.40% 138
Other , please specify:	35.39% 218
Total Respondents: 616	

Q32: Have you ever returned a hearing aid compatible (HAC) cell phone you purchased because it did not work with your hearing aid or cochlear implant?

9/2014

Answered: 655

Skipped: 179



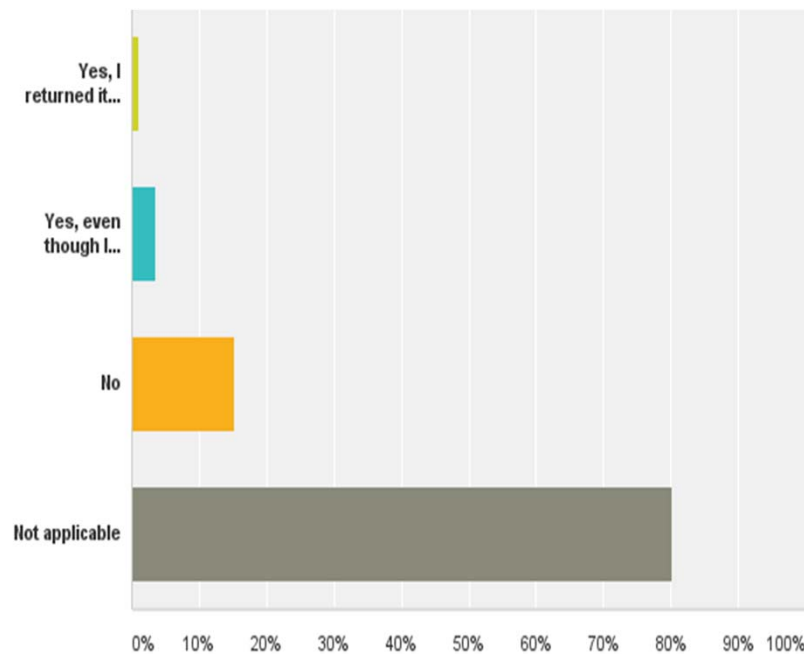
Answer Choices	Responses	
Yes	12.21%	80
No	87.79%	575
Total		655

Q33: Were you charged a restocking fee when returning the HAC cell phone?

9/2014

Answered: 654

Skipped: 180



Answer Choices	Responses	
Yes, I returned it outside the return period.	1.07%	7
Yes, even though I returned it within the return period.	3.52%	23
No	15.29%	100
Not applicable	80.12%	524
Total		654